**Title of Invention: System and Method for Initiating Returns Over a Network**
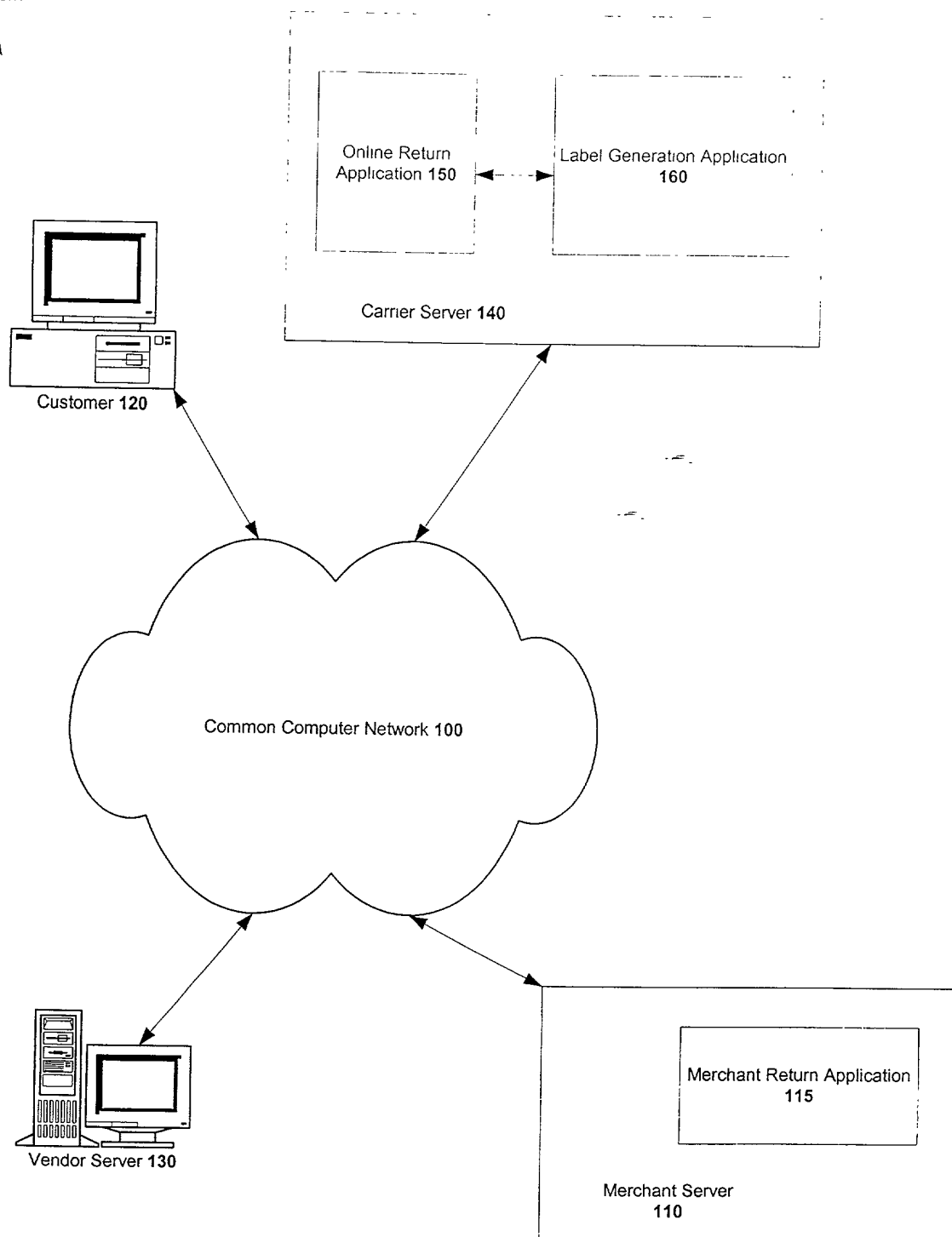**Inventors' Name: Chalmers et al.**
**Attorney Docket Number: 18360/236825**

Electronic Return System
10

Carrier Server 140

Online Return Application 150

Label Generation Application 160

Customer 120

Common Computer Network 100

Vendor Server 130

Merchant Return Application 115

Merchant Server 110

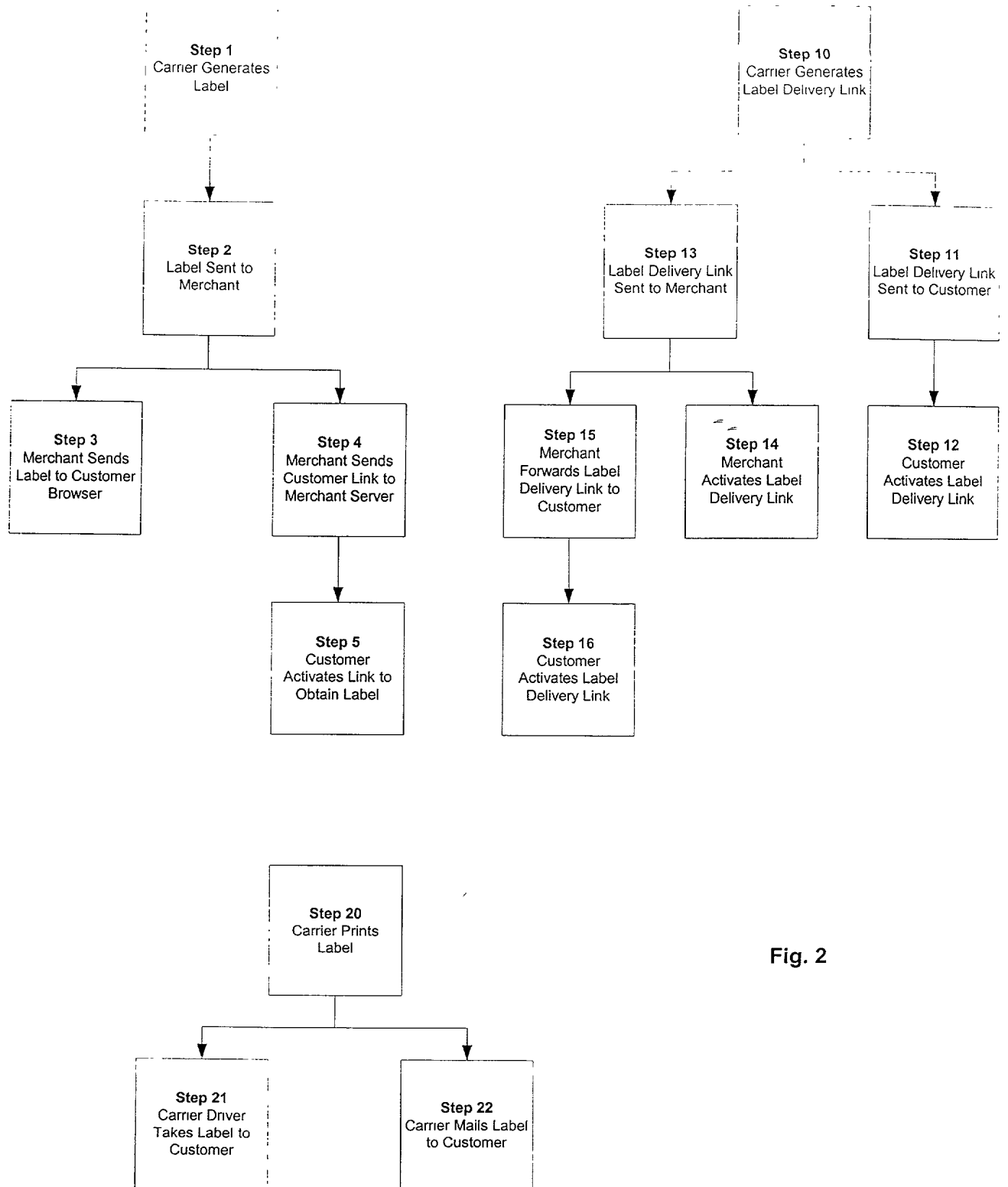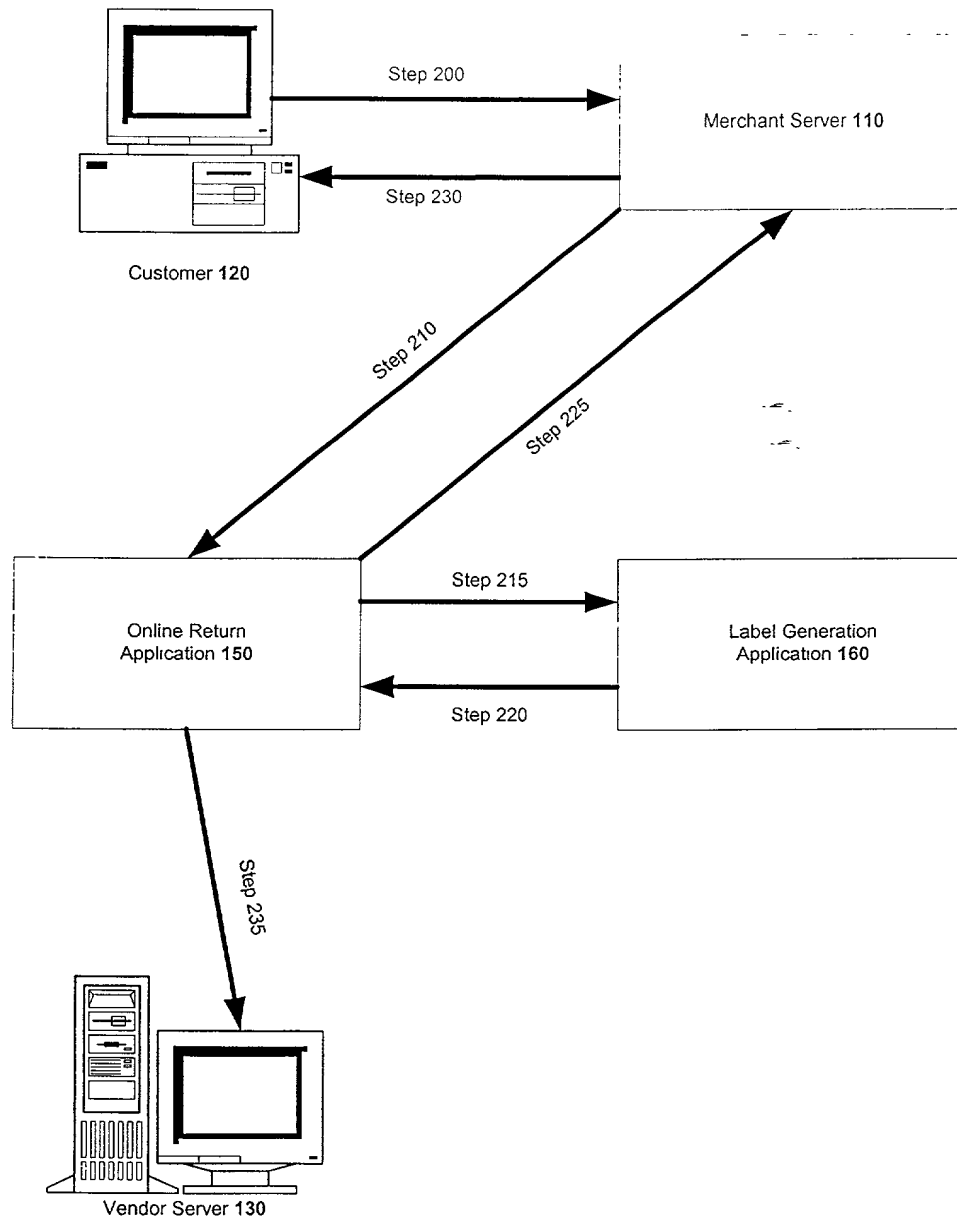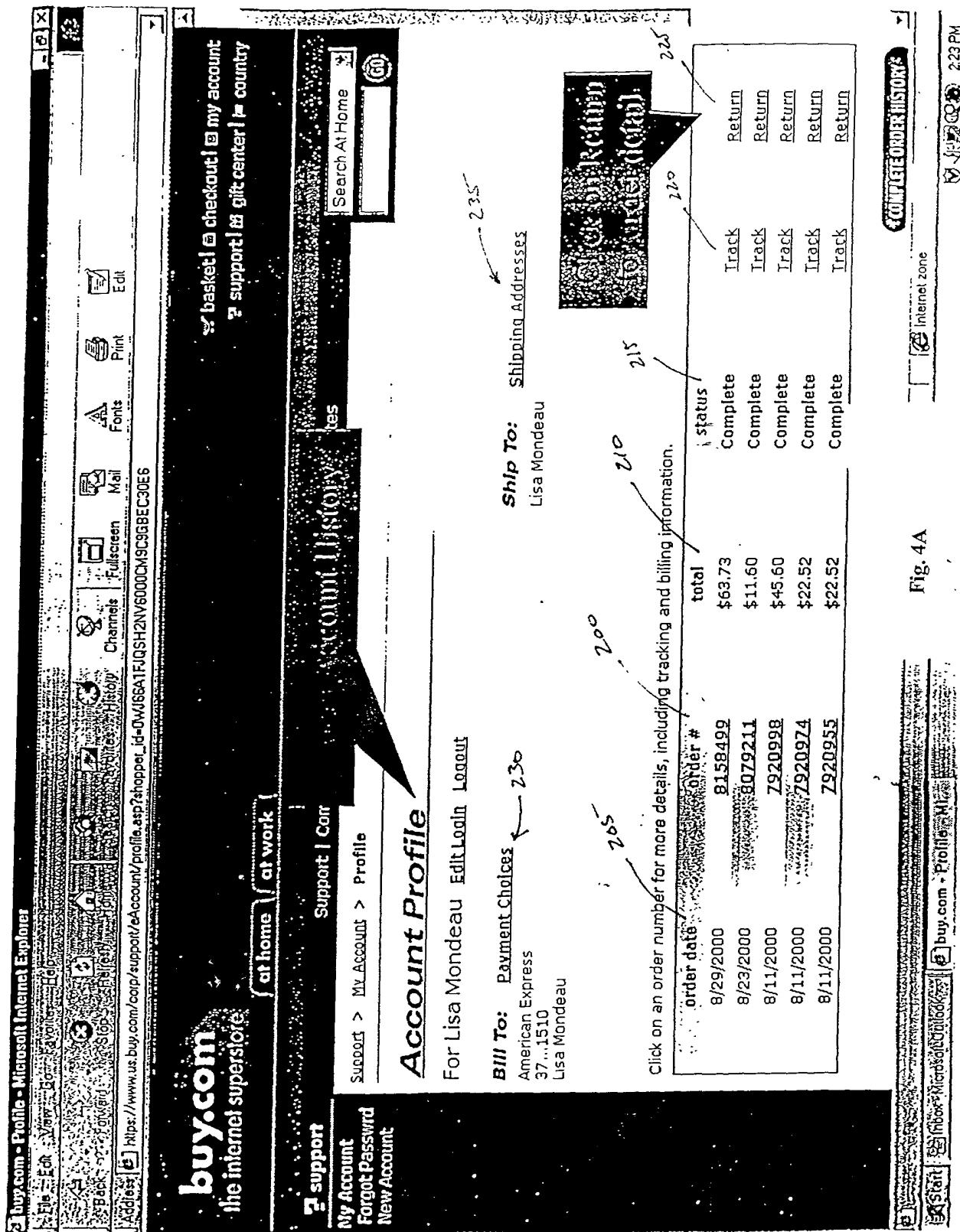**Fig. 1**

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

**Step 1**
Carrier Generates
Label

**Step 10**
Carrier Generates
Label Delivery Link

**Step 2**
Label Sent to
Merchant

**Step 13**
Label Delivery Link
Sent to Merchant

**Step 11**
Label Delivery Link
Sent to Customer

**Step 3**
Merchant Sends
Label to Customer
Browser

**Step 4**
Merchant Sends
Customer Link to
Merchant Server

**Step 15**
Merchant
Forwards Label
Delivery Link to
Customer

**Step 14**
Merchant
Activates Label
Delivery Link

**Step 12**
Customer
Activates Label
Delivery Link

**Step 5**
Customer
Activates Link to
Obtain Label

**Step 16**
Customer
Activates Label
Delivery Link

**Step 20**
Carrier Prints
Label

**Fig. 2**

**Step 21**
Carrier Driver
Takes Label to
Customer

**Step 22**
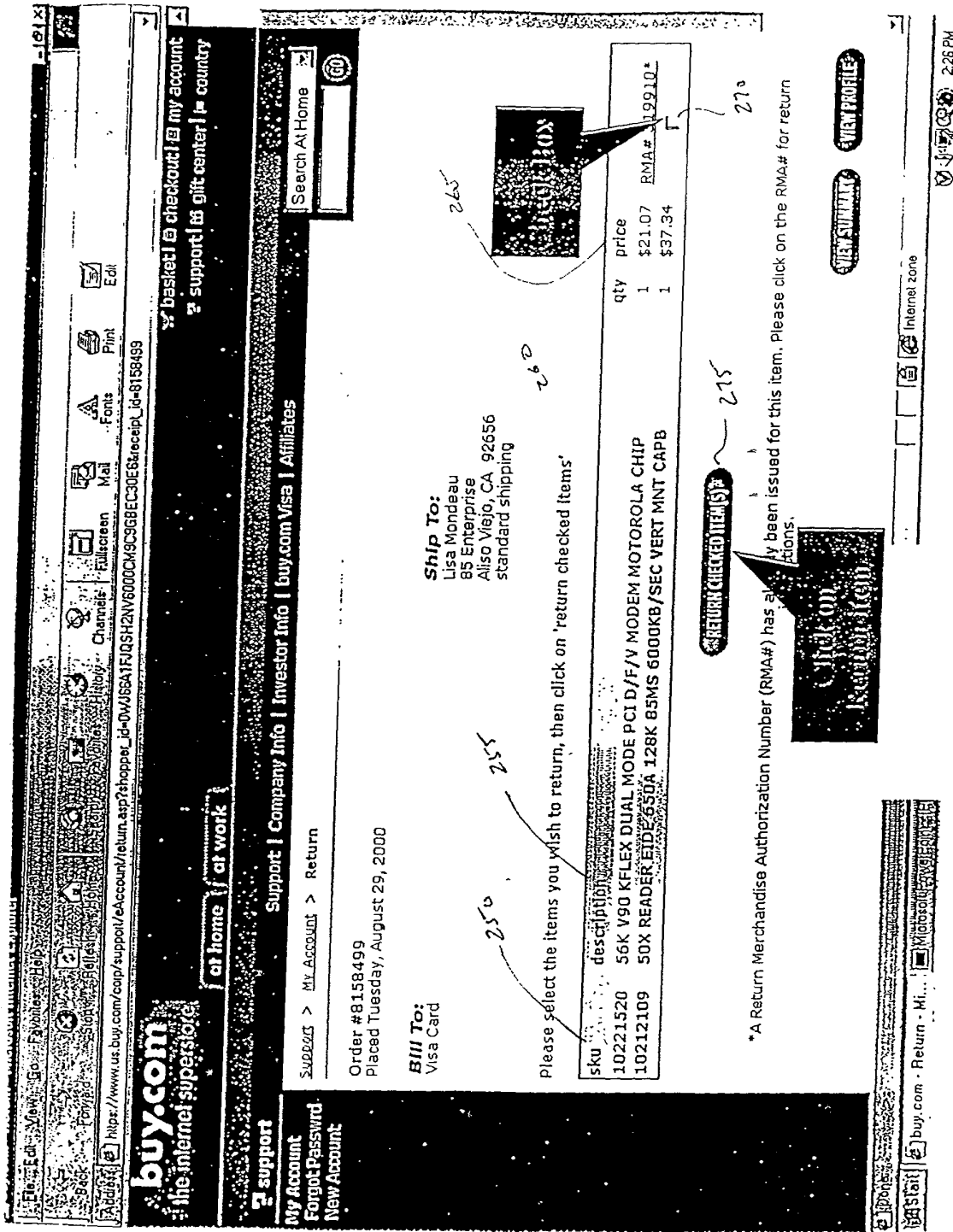Carrier Mails Label
to Customer

**Title of Invention: System and Method for Initiating Returns Over a Network**
**Inventors' Name: Chalmers et al.**
**Attorney Docket Number: 18360/236825**

Step 200

Merchant Server 110

Step 230

Customer 120

Step 210

Step 225

Step 215

Online Return
Application 150

Label Generation
Application 160

Step 220

Step 235

Vendor Server 130

**Fig. 3**

Fig. 4A

Fig. 4B

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

buy.com
the internet superstore

at home | at work

My Account
Forgot Passwrd
New Account

support

Support | Company Info | Investor Info | buy.com Visa | Affiliates

Support > My Account > Submit Return

Order #8158499
Placed Tuesday, August 29, 2000

Please read our return policy for our r[...] must include a return merchandise authorization number (RMA#).

Request An RMA#

sku 10212109  50X READER EIDE 650[...]K 85MS 6000KB/SEC VERT MNT CAPB

qty    reason for return  280

| 1 | Non-defective ▾ |

Non-defective
Defective
Overshipment
Received Wrong Product

manufacturer's packaging  285

| Opened ▾ |

REQUEST AN RMA# 295

action requested  290

| Credit ▾ |

All returned Items will be examined upon receipt.
If the item is not as described (i.e. not defective or opened), we may be unable to issue you a credit or send a replacement, and the
product may be shipped back to you.

*If you request a replacement, we will ship your replacement after we receive your returned product. If you need a replacement right
away, we suggest that you request a credit and place a new order.

return other items

basket | checkout | my account
support | gift center | country

Search At Home

click here

DIRECTV. DIRECTV Programming

Fig. 4C

Fig. 4D

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

Fig. 4E

**Fig. 4F**

**buy.com**
the internet superstore

My Account
Forgot Passwrd
New Account

at home / at work

Support! | Company Info | Investor Info | buy.com Visa | Affiliates

Support > My Account > Submit Return

Order #8158499
Placed Tuesday, August 29, 2000

Return Instructions for RMA# 323530

Put the following products in one box:

212109 50X READER EIDE 650A 128K 85MS 6000KB/SEC VERT MNT CAPB

Return Merchandise Authorization Number for these products is RMA# 323530. Please write this number on your shipping box or packing slip.

Click here to display and print your pre-paid shipping label. After you click here, we will also email you this link in case you'd like to print your label at a later time or from a different computer. (If you prefer, we can also mail you your label.)

Follow the instructions on the label to ship your items to:

buy.com Returns
1395 South Lyon RM C
Santa Ana, CA 92705

- Please return your items in the original manufacturer's packaging.

- Please hold on to your tracking information until the return process is complete.

- We will ship your replacement once we receive your returned product.

*Merchant gives the other options*

*300*

**Fig. 4F**

**buy.com**
the internet superstore

My Account
Forgot Passwrd
New Account

at home / at work

Support! | Company Info | Investor Info | buy.com Visa | Affiliates

Support > My Account > Submit Return

Order #8158499
Placed Tuesday, August 29, 2000

Return Instructions for RMA# 323530

Put the following products in one box:

212109 50X READER EIDE 650A 128K 85MS 6000KB/SEC VERT MNT CAPB

Return Merchandise Authorization Number for these products is RMA# 323530. Please write this number on your shipping box or packing slip. *300*

Click here to display and print your pre-paid shipping label. After you click here, we will also email you this link in case you'd like to print your label at a later time or from a different computer. (If you prefer, we can also mail you your label.)

Follow the instructions on the label to ship your items to:

buy.com Returns
1395 South Lyon RM C
Santa Ana, CA 92705

- Please return your items in the original manufacturer's packaging.

- Please hold on to your tracking information until the return process is complete.

- We will ship your replacement once we receive your returned product.

*Merchant gives the other options*

**Fig. 4F**

basket! | checkout! my account
support! | gift center! | country

Search At Home

**buy.com**
the internet superstore

My Account
Forgot Passwrd
New Account

at home / at work

Support! | Company Info | Investor Info | buy.com Visa | Affiliates

Support > My Account > Submit Return

Order #8158499
Placed Tuesday, August 29, 2000

Return Instructions for RMA# 323530

Put the following products in one box:

212109 50X READER EIDE 650A 128K 85MS 6000KB/SEC VERT MNT CAPB

Return Merchandise Authorization Number for these products is RMA# 323530. Please write this number on your shipping box or packing slip. *300*

Click here to display and print your pre-paid shipping label. After you click here, we will also email you this link in case you'd like to print your label at a later time or from a different computer. (If you prefer, we can also mail you your label.)

Follow the instructions on the label to ship your items to:

buy.com Returns
1395 South Lyon RM C
Santa Ana, CA 92705

- Please return your items in the original manufacturer's packaging.

- Please hold on to your tracking information until the return process is complete.

- We will ship your replacement once we receive your returned product.

*Merchant gives the other options*

Internet zone

2:30 PM

**Fig. 4F**

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

**Title of Invention: System and Method for Initiating Returns Over a Network**
**Inventors' Name: Chalmers et al.**
**Attorney Docket Number: 18360/236825**

```
<?xml version "1 0"?>                                          310
<AccessRequest>
        <AccessLicenseNumber>5B531C247568B520</AccessLicenseNumber>
        <UserId>JohnQPublic</UserId>          315
        <Password>p@$$w*rd</Password>
</AccessRequest>                                   320
<?xml version = "1 0"?>
<ReturnRequest>
        <Request>
                <RequestAction>Return</RequestAction>
                <TransactionReference>
                        <CustomerContext/>

                <XpciVersion Version = "1.0002"/>
                </TransactionReference>
        </Request>
<LabelSpecification>                        325
        <LabelPrintMethod>
                <Code>GIF</Code>
        </LabelPrintMethod>          330
        <LabelStockSize>
                <Height>8</Height>
                <Width>4</Width>
        </LabelStockSize>
        <HTTPUserAgent>Mozilla/4.5</HTTPUserAgent>          332
        <LabelImageFormat>          335
                <Code>GIF</Code>
        </LabelImageFormat>
</LabelSpecification>
<Shipment>
        <Shipper>          340
                <Name>Merchant</Name>
                <PhoneNumber>8005551212</PhoneNumber>
                <ShipperNumber>abc123</ShipperNumber>
                <Address>
                        <AddressLine1>11 Merchant Lane</AddressLine1>
                        <City>Atlanta</City>
                        <StateProvinceCode>GA</StateProvinceCode>
                        <PostalCode>30188</PostalCode>
                        <CountryCode>US</CountryCode>
                </Address>
        </Shipper>          345
        <ShipTo>
                <CompanyName>Vendor</CompanyName>
                <AttentionName>ContactName</AttentionName>
                <PhoneNumber>8009190000</PhoneNumber>
                <Address>
                        <AddressLine1>33 Vendor Lane</AddressLine1>
                        <City>Atlanta</City>
                        <StateProvinceCode>GA</StateProvinceCode>
                        <PostalCode>30018</PostalCode>
                        <CountryCode>US</CountryCode>
                </Address>
        </ShipTo>
        <ShipFrom>          350
                <CompanyName>Jane Doe</CompanyName>
                <PhoneNumber>5551414</PhoneNumber>
                <Address>
                        <AddressLine1>2001 Consumer Drive</AddressLine1>
                        <City>Atlanta</City>
                        <StateProvinceCode>GA</StateProvinceCode>
                        <PostalCode>30010</PostalCode>
                        <CountryCode>US</CountryCode>
                </Address>
        </ShipFrom>
```

305

**Fig. 5A**

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

305

351

```
<ReturnService>
        <Code>4</Code>
</ReturnService>                    352
<Service>
        <Code>01</Code>
</Service>                          355
<PaymentInformation>
        <Prepaid>
                <BillShipper>
                        <AccountNumber>123456</AccountNumber>
                </BillShipper>
        </Prepaid>
</PaymentInformation>               360
<Package>
        <PackageServiceOptions>
                <Notification>
                        <NotificationCode>3</NotificationCode>        365
                        <EMailMessage>
                                <EMailAddress>Vendor@vendor.com</EMailAddress>
                                <Memo/>
                                <Subject>Shipment ID</Subject>
                                <FromEMailAddress>Shipper@shipper.com</FromEMailAddress>    370
                                <FromName>Merchant</FromName>
                                <UndeliverableEMailAddress>Shipper@shipper.com</UndeliverableEMailAddress>
                        </EMailMessage>
                </Notification>
        </PackageServiceOptions>
        <AdditionalHandling/>
        <ReferenceNumber>
                <Code>75</Code>
                <Value>0123456789</Value>
        </ReferenceNumber>
        <Description>Letter to be returned</Description>
        <PackagingType>
                <Code>01</Code>
        </PackagingType>
</Package>
</Shipment>
</ReturnRequest>
```

Fig. 5B

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors'·Name: Chalmers et al.
Attorney Docket Number: 18360/236825

## UPS Internet Shipping: View/Print Label    ⤶ 475

1. **Print the label:** Select Print from the File menu in this browser window to print the label below

2. **Fold the printed label at the dotted line.** Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.

3. **Getting Your Shipment to UPS**    ⤶ 480
   **Customers without a Daily Pickup**
   - o Ground, 3 Day Select, and Standard to Canada shipments must be dropped off at an authorized UPS location, or handed to a UPS driver. Pickup service is not available for these services. To find the nearest drop-off location, select the Drop-off icon from the UPS tool bar.
   - o Air shipments (including Worldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar.
   - o Click here to find your nearest **UPS Drop-off Location.**

   ⟵ 485

   **Customers with a Daily Pickup**
   - o Your driver will pickup your shipment(s) as usual.

410

**FOLD HERE**

Fig. 6

1 OF 1

**ARS**    ⬋ 430

SHIPPROMCOMPANYNAME(JOBC)
11 SHIPPROMADDR1(JOBC)
LONG ISLAND CITY NY 11101    ⬉ 415

SHIP TO:
SHIPTOATTNNAME(VENDOR)    ⬉ 420
(333) 656-7337 9339
SHIPTOCOMPANYNAME(VENDOR)
USSHIPTOADDR2(VENDOR)
USSHIPTOADDR3(VENDOR)
33 SHIPTOADDR1(VENDOR)
ATLANTA  GA 30346

GA 300 9-03 ⟵ 435    440

⬉ 425

**UPS NEXT DAY AIR**    1
TRACKING #: 1Z F00 100 84 9006 7972 ⟵ 375    ⬉ 427

SAMPLE    450

BILLING: P/P    455
DESC: MerchandiseDescriptionTest    460
AUTHORIZED RETURN SERVICE    465
RMA: abcdefg    470

XXXG.10000  NY45 URC11 11/2000    TM

405

400  RETURN SHIPPING LABEL

Title of Invention:  System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number:  18360/236825

— 500

```
<?xml version = "1 0"?>
<ReturnResponse>                          505
        <Response>                          510
                <TransactionReference>
                        <CustomerContext>
                                <XpciVersion Version = "1 0002"/>
                        </CustomerContext>
                </TransactionReference>                515
                <ResponseStatusCode>1</ResponseStatusCode>
                <ResponseStatusDescription>Success</ResponseStatusDescription>
        </Response>
        <ShipmentResults>            520
                <ShipmentCharges>
                        <TransportationCharges>
                                <CurrencyCode>USD</CurrencyCode>
                                <MonetaryValue>3.50</MonetaryValue>
                        </TransportationCharges>
                        <ServiceOptionsCharges>
                                <CurrencyCode>USD</CurrencyCode>
                                <MonetaryValue>3.50</MonetaryValue>
                        </ServiceOptionsCharges>
                        <TotalCharges>
                                <CurrencyCode>USD</CurrencyCode>
                                <MonetaryValue>7.00</MonetaryValue>
                        </TotalCharges>
                </ShipmentCharges>

        <BillingWeight>            525
                <UnitOfMeasurement>
                        <Code>LBS</Code>
                </UnitOfMeasurement>
                <Weight>0</Weight>
        </BillingWeight>
        <ShipmentIdentificationNumber>1Z123BDS4561268F9L</ShipmentIdentificationNumber>        — 530
        <PackageResults>
                <TrackingNumber>1Z123BDS4561268F9L</TrackingNumber>
                <TransportationCharges>
                        <CurrencyCode>USD</CurrencyCode>
                        <MonetaryValue>3.50</MonetaryValue>
                </TransportationCharges>
                <ServiceOptionsCharges>
                        <CurrencyCode>USD</CurrencyCode>
                        <MonetaryValue>3.50</MonetaryValue>
                </ServiceOptionsCharges>
                <TotalPackageCharges>
                        <CurrencyCode>USD</CurrencyCode>
                        <MonetaryValue>7.00</MonetaryValue>
                </TotalPackageCharges>
        </PackageResults>
    </ShipmentResults>
</ReturnResponse>
```

535

Fig. 7

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

-----Original Message-----
From: ShipperName(MERCH) [mailto:esc1cbf@ups.com]
Sent: Tuesday, March 06, 2001 11:50 AM
To: esc1gsc@ups.com
Subject: ReturnNotSubjectTest

UPS Return Notification

Message:

This notice is to alert you that a shipment is in transit to:
ShipToAttnName(VENDOR)
ShipToCompanyName(VENDOR)
33 ShipToAddr1(VENDOR)          *420*
USShipToAddr2(VENDOR)
USShipToAddr3(VENDOR)
Atlanta, GA 30346

The shipment was processed on Tue Mar 06 11:49:57 EST 2001 by:
ShipFromAttnName(JOEC)
ShipFromCompanyName(JOEC)
11 ShipFromAddr1(JOEC)          *415*
USShipFromAddr2(JOEC)
USShipFromAddr3(JOEC)
Long Island City, NY 11101

This shipment was processed by UPS OnLine Tools.
To learn more about the benefits of shipping with UPS OnLine, please see:
http://ec.ups.com

Shipment Detail:                          *375*
Tracking# for Shipment:   1ZF001008493498233       *460*
Merchandise Description:   MerchandiseDescriptionTest

Additional Detail:                  *427*
UPS Service Level:        Next Day Air
Shipment Weight:          4.0 LBS    *430*
RMA:                      abcdefg  ◄——*470*

You can track the shipment at any time from the following URL:
http://wwwapps.ups.com/etracking/tracking.cgi?tracknum=1ZF001008493498233
Or go to http://wwwapps.ups.com/etracking/tracking.cgi
and enter the tracking number.

**Fig. 8A**

Title of Invention:  System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number:  18360/236825

↙ 340    ↙ 500

```
<?xml version="1.0" ?>
- <ReturnNotificationEMail>
  - <Shipper>
      <Name>ShipperName(MERCH)</Name>
      <AttentionName>ShipperAttnName(MERCH)</AttentionName>
    - <Address>
        <AddressLine1>22 ShipperAddr1</AddressLine1>
        <City>Belle Mead</City>
        <StateProvinceCode>NJ</StateProvinceCode>
        <PostalCode>08502</PostalCode>
        <Country>US</Country>
      </Address>
  </Shipper>
```

↙ 415

```
  - <ShipFrom>
      <CompanyName>ShipFromCompanyName(JOEC)</CompanyName>
      <AttentionName>ShipFromAttnName(JOEC)</AttentionName>
    - <Address>
        <AddressLine1>11 ShipFromAddr1(JOEC)</AddressLine1>
        <AddressLine2>USShipFromAddr2(JOEC)</AddressLine2>
        <AddressLine3>USShipFromAddr3(JOEC)</AddressLine3>
        <City>Long Island City</City>
        <StateProvinceCode>NY</StateProvinceCode>
        <PostalCode>11101</PostalCode>
        <Country>US</Country>
      </Address>
  </ShipFrom>
```

↙ 420

```
  - <ShipTo>
      <CompanyName>ShipperName(MERCH)</CompanyName>
    - <Address>
        <AddressLine1>33 ShipToAddr1(VENDOR)</AddressLine1>
        <AddressLine2>USShipToAddr2(VENDOR)</AddressLine2>
        <AddressLine3>USShipToAddr3(VENDOR)</AddressLine3>
        <City>Atlanta</City>
        <StateProvinceCode>GA</StateProvinceCode>
        <PostalCode>30346</PostalCode>
        <Country>US</Country>
      </Address>
  </ShipTo>
```

↙ 460

```
  <Description>MerchandiseDescriptionTest</Description>
```

← 450

```
  - <PackageWeight>
    - <UnitOfMeasurement>
        <Code>LBS</Code>
      </UnitOfMeasurement>
      <Weight>4.0</Weight> ·
  </PackageWeight>
```

← 470

```
  - <ReferenceNumber>
      <Code>75</Code>
      <Value>abcdefg</Value>
  </ReferenceNumber>
```

↙ 375

```
  <TrackingNumber>1ZF001008493498233</TrackingNumber>
</ReturnNotificationEMail>
```

Fig. 8B

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

Step 700

Merchant Server 110

Customer 120

Step 735

Step 740

Step 730

Step 720

Step 705

Online Return Application 150

Step 710

Step 715

Step 725

Label Generation Application 160

Vendor Server 130

Fig. 9

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

Step 800

Merchant Server 110

Customer 120

Step 835

Step 820

Step 805

Online Return Application 150

Step 830

Local Carrier Facility

Step 815

Step 810

Label Generation Application 160

Step 825

Vendor Server 130
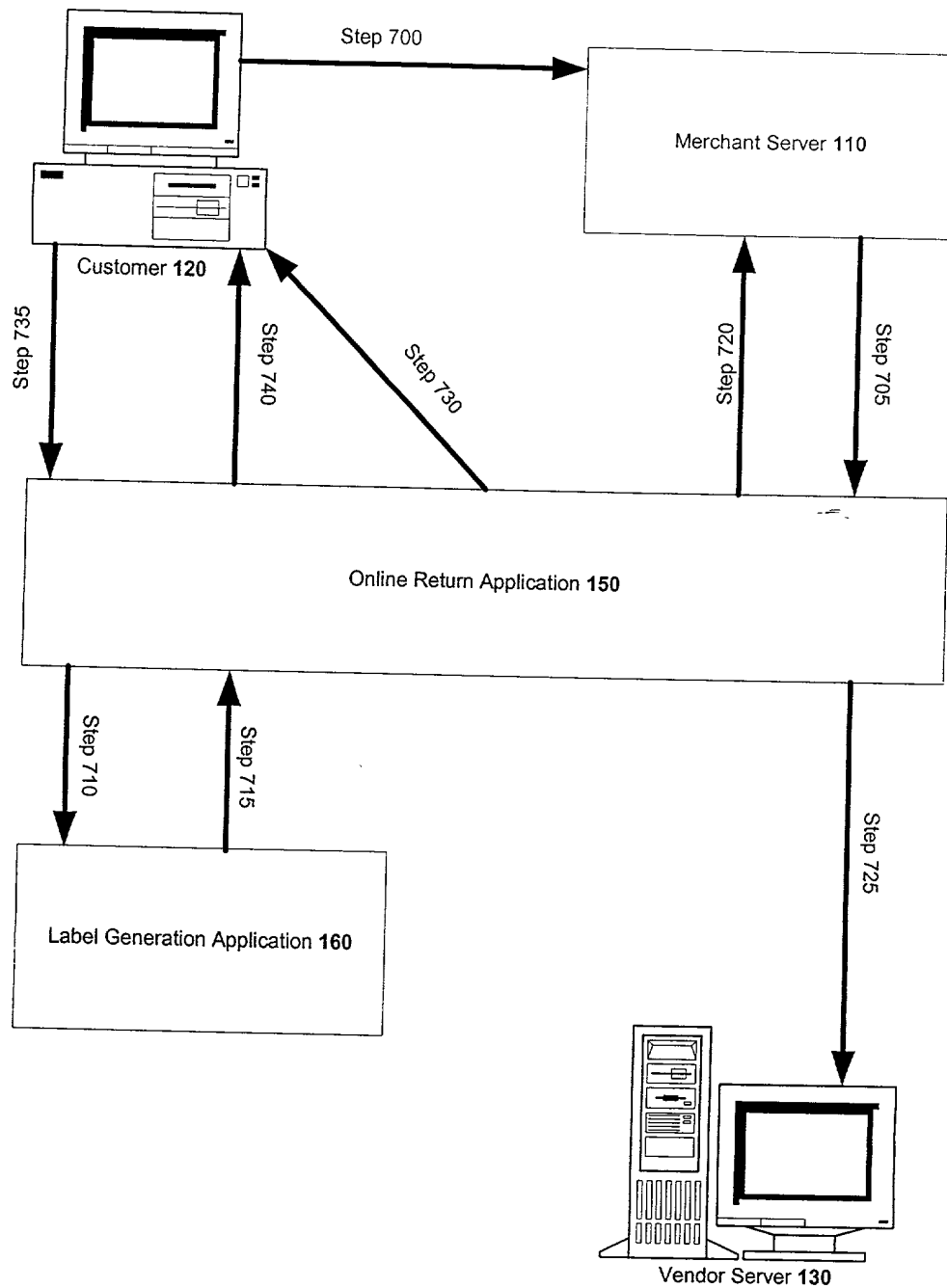
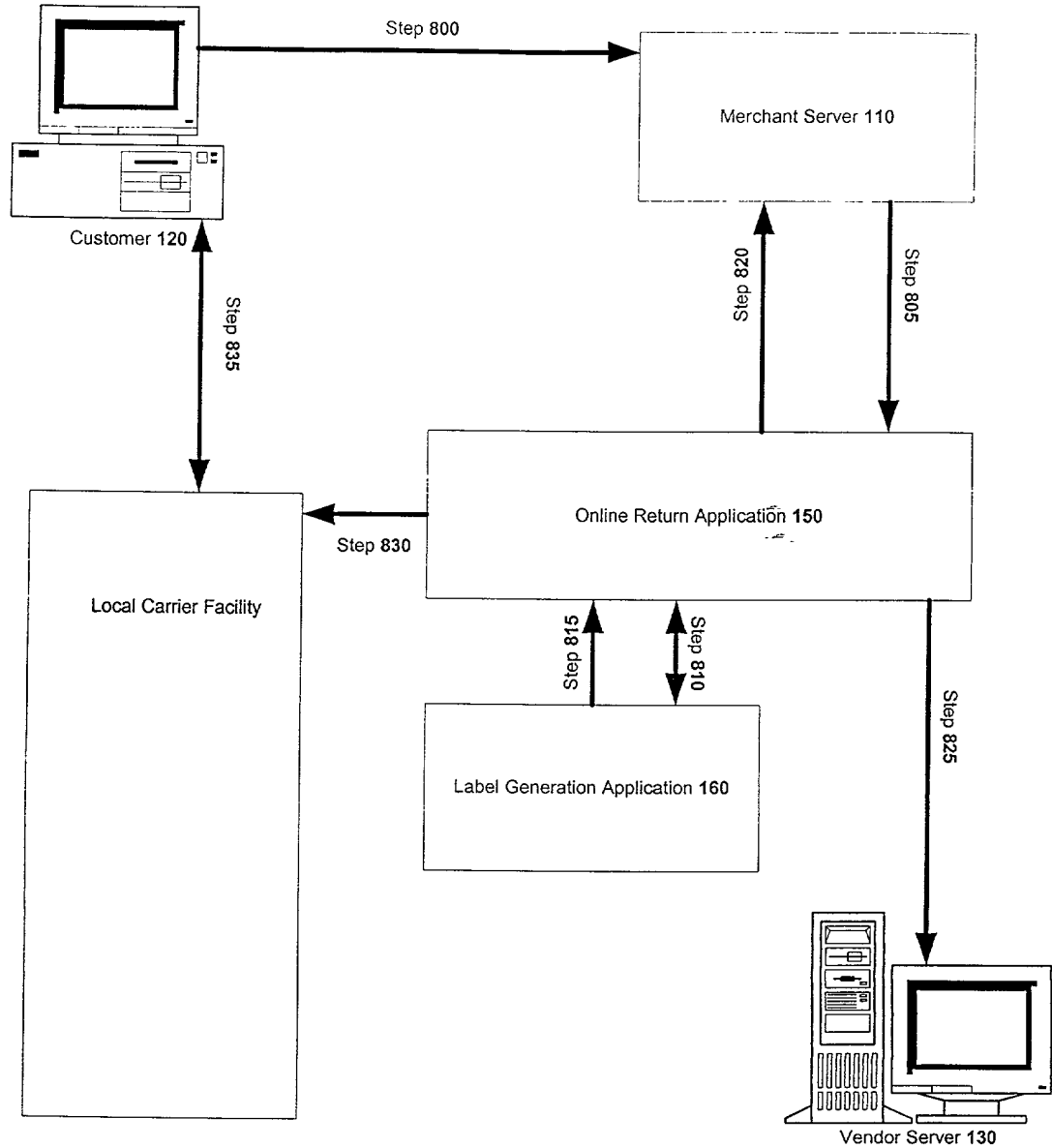Fig. 10

**Title of Invention:  System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number:  18360/236825**

Fig. 11

```
      ┌─────────────────────────────┐   900
      │  Accept Return Service Request │
      └─────────────────────────────┘
                    │
                    ▼
      ┌─────────────────────────────┐   910
      │ Validate Merchant Email Address │
      └─────────────────────────────┘
                    │
                    ▼
      ┌─────────────────────────────┐   920
      │   Generate & Send Email To     │
      │         Customer               │
      └─────────────────────────────┘
                    │
                    ▼
              930
           ╱────────╲                         ┌──────────────────┐  940
          ╱   Email   ╲        No              │  Forward Email to │
         ╱ Successfully ╲───────────────────►  │     Merchant      │
         ╲  Delivered?  ╱                       └──────────────────┘
          ╲           ╱                                  │
           ╲─────────╱                                   │
                │ Yes                                     │
                ▼                                         │
               ( )  ◄──────────────────────────────────┘
                │
                ▼   950
        ┌──────────────┐
        │     End      │
        └──────────────┘
```